



60 Dingens Street  
Buffalo, NY 14206  
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FamilyHelpCenter.net

Deborah A. Merrifield  
Executive Director

## **JOB POSTING - POSITION AVAILABLE**

### **PREVENTIVE TEAM LEADER**

**7/21/15**

To provide preventive services to families referred by Erie County DSS. Responsible to conduct family assessment and work with family members to develop an individualized service plan; provide concrete and clinical services including intensive crisis intervention, ongoing individual and family counseling and parenting education services, linkage and advocacy. Works closely with ECDSS. Team Leader carries an average of eight to ten cases at a given time. Flexible schedule to work around the needs of individual families. Evening and weekend hours may be required. Assists with provision of continuity of services, providing emergency team back-up as needed. Minimum of a Bachelor's Degree in human service field with a minimum of one year direct service experience in working with high-risk families, or an unusual combination of experience and education. Must possess strong leadership and organizational skills. Reports to Unit Supervisor.

### **THE ABOVE POSITION REQUIRES:**

- Ability to maintain client and Agency confidentiality;
- Assistance with coverage of 24-hour Family Helpline; Crisis Support Services, including evenings, weekends and holidays;
- Assists with coverage of 24-hour Family Helpline; Crisis Support Services, including evenings, weekends and holidays.
- Assists with tasks necessary to maintain the day-to-day operation of the program, and assist with functions when emergencies arise so the 24-hour crisis services are not interrupted.
- Utilize knowledge in support of client service needs.
- Conducts in-home visit assessment with families as required by the Program.
- Uses good time management skills; structures own time, works independently but knows when to involve Supervisor.
- Interacts using effective, positive interpersonal communication with individuals and groups.
- Attends trainings and other staff development activities as appropriate to develop professional skills.
- Demonstrates a willingness to learn about and implement skills related to diversity.
- Models and practices sensitivity, fair treatment and acceptance of diversity in all interpersonal interactions.
- Supports and communicates with Supervisor, co-workers and community partners in a cooperative manner; seeks supervision when appropriate, accepts and utilizes construction feedback.
- Demonstrates and understands the boundaries of the position as they relate to both responsibilities and limitations.
- Follows direction of Supervisor and management.
- Demonstrates appropriate communication skills, both written and verbal.
- Exhibits appropriate language and dress; work attitudes and performance behaviors; dependability, proper work attendance and punctuality.
- Maintains case records and other paperwork in accordance with established timeframes as directed by Program management.
- Complies with Agency safety standards and is responsible for own actions and conduct concerning safety and healthy working conditions, both within the Agency and in the field.
- Must have knowledge of and the ability to work with minority communities.
- Able to provide professional leadership and work well with an interdisciplinary team of professionals, para professionals, and non-professionals.
- Able to relate to different social and ethnic groups;
- Complies with all aspects of the Agency's policies and procedures.
- Must have driver's license with acceptable DMV record, adequate vehicle insurance and reliable vehicle.

- Has stamina to work required hours, irregular schedule, and on-call assignments in client homes and community agencies.
- Flexible with co-workers and families to allow changes in schedule and other activities of the job.
- Shows positive, respectful attitude toward job, fellow workers, community partners and Agency.
- Clear mental thought processes.
- Basic computer knowledge and typing skills to complete required paperwork.

**ESSENTIAL MENTAL & PHYSICAL REQUIREMENTS:**

General intelligence; motor coordination skills; coordination of eyes, hands, and feet; verbal speaking ability; flexibility, agility and strategic insight; ability to multi-task under pressure/meet deadlines; team player/coordinates with others; independent judgment; diplomatic, motivate others; effective client engagement skills, ability to be assertive in an appropriate manner.

**EQUIPMENT USED:**

Telephone system, copier, fax, computer (Microsoft Office products)

**ENVIRONMENTAL WORKING CONDITIONS:**

Enclosed office environment, multi-level buildings, school setting, community sites, home-based, travel required, abide by a tobacco-free policy.

**Salary: \$28,140**

***Submit letter of interest and resume by close of business Tuesday,  
7/31/15:***

***Family Help Center  
Attention: Preventive  
60 Dingens Street  
Buffalo, NY 14206***

***or email: [info@familyhelpcenter.net](mailto:info@familyhelpcenter.net)***